

## **Section 1**

# **Goals**

## **NITC Vision Statement**

"Promote the use of information technology in education, health care, economic development, and all levels of government services to improve the quality of life of all Nebraskans."

## **NITC Mission Statement**

"The mission of the Nebraska Information Technology Commission is to make the State of Nebraska's information technology infrastructure more accessible and responsive to the needs of its citizens, regardless of location, while making investments in government, education, health care and other services more efficient and cost effective."

## **NITC Goals**

1. Support the development of a unified statewide telecommunications infrastructure that is scalable, reliable and efficient so as to:
  - Improve government efficiency and effectiveness;
  - Expand citizen access to government information;
  - Broaden educational opportunities to include expanded access to lifelong educational and training opportunities so that Nebraska's citizens and workforce can prosper in the emerging information society;
  - Enhance services to Nebraska communities and citizens.
2. Coordinate the state's investment in telecommunications infrastructure so as to:
  - Develop new ways to aggregate demand, reduce costs, and create support networks;

- Encourage collaboration between communities of interest;
  - Encourage competition among technology and service providers.
3. Determine a broad strategy and objectives for developing and sustaining information technology development in Nebraska, including long-range funding strategies so as to:
- Stimulate and support information-based economic development;
  - Encourage the appropriate use of information technology in education, health care, and economic development, and every level of government service;
  - Encourage and enable long-term infrastructure innovation and improvement;
  - Support the rapid deployment of appropriate technology, and reduce or eliminate cumbersome regulations or bureaucracy.

## Community Council Priorities

Nebraska will cultivate an economic, political, and regulatory environment conducive to IT development by:

1. Ensuring access to public and private services for all citizens of the State of Nebraska (regardless of impediment--i.e., location and socio-economic status) through the appropriate and efficient use of information technology;
2. Promoting the development of an infrastructure (including sufficient bandwidth) that is secure, affordable, reliable, and responsive to the specific needs of various sectors. Efforts should be made to ensure that systems across the state are compatible;
3. Developing the intellectual infrastructure necessary to support Information Age development. Intellectual infrastructure includes the development of a workforce knowledgeable of and fluent in the use and applications of information technology, the availability of IT support services, and the inclusion of information technology in local or regional economic development plans;
4. Facilitating IT development and innovation by raising awareness, sharing information, encouraging collaboration, and developing partnerships among public and between public and private entities;
5. Fostering awareness and collaborative and innovative uses of information technology by local governments to reduce costs, improve efficiency, and provide better customer service.

## Education Council Priorities

The sector priorities of the Education Council of the Nebraska Information Technology Commission are to provide recommendations that support:

1. Providing an infrastructure that will permit all citizens of Nebraska to have access to the same educational experiences, regardless of location;
2. Identifying and facilitating diverse training opportunities;
3. Ensuring life cycle funding;
4. Addressing the needs of the learner;
5. Coordinating statewide education I.T. efforts and resources, including collaboration with public and private entities;
6. Pursuing leading edge technology applications.

## State Government Council Priorities

The sector priorities of the State Government Council of the Nebraska Information Technology Commission are to provide recommendations that support:

1. Implementing electronic government (e-government) to provide for a cost effective, efficient delivery of services while maintaining necessary security and confidentiality of non-public information;
2. Improving collaboration, both between agencies and with other stakeholders, in all areas of IT;
3. Providing a planning and implementation process for IT projects which avoids unnecessary delay and bureaucracy;
4. Implementing appropriate policies for information technology related security and privacy.

## **NITC/CIO Customer Service Policy**

### **General Statement of Operations**

The NITC and the Chief information Officer (CIO) emphasize collaboration for establishing goals and carrying out their statutory duties. Success of the NITC and the CIO depends on the willing cooperation of independent, public and private, state and local, entities. State statute explicitly recognizes the importance of "coordinating the state's investments in information technology in an efficient and expeditious manner." (Section 86-1502)

### **Customer Service Strategy**

#### **1. Open Process and Wide-Spread Participation**

Good customer relations require involving representatives of all relevant perspectives in the decision-making process. The NITC has sought to achieve this by insuring broad-based representation on the Community, Education and State Government Councils. In addition, the Statewide Technology Plan provides a means for including the work of other coordinating bodies, such as the Geographical Information System (GIS) Steering Committee and Criminal Justice Information Systems (CJIS) Advisory Committee.

#### **2. Executive Branch Relations**

The Lieutenant Governor serves as chair of the NITC and has direct supervisory authority over the Executive Director of the NITC and the CIO. Gubernatorial appointees or their representatives serve on the NITC, Community Council, Education Council, State Government Council, Technical Panel, GIS Steering Committee, CJIS and Nebraska Intergovernmental Data Advisory Council (NIDCAC). Many state agencies are members on one or more of these groups.

#### **3. Judicial Branch Relations**

The CIO attends weekly meetings with staff of the State Court Administrator to monitor progress with installation of the automated court system. Intergovernmental Data Services Division (IDSD) staff performs a key role in assisting with implementation problems. The State Court Administrator has a representative on the Government Council, CJIS, and NIDCAC.

### **Goals**

**4. Legislative Branch Relations**

The NITC has invited chairs of the Appropriations and Transportation Committees to discuss their interests regarding the proper role of the NITC. Both committees plan to develop a list of performance measures for the NITC, pursuant to statutes. The Legislative Fiscal Office has representatives on the State Government Council and NIDCAC.

**5. Local Government Relations**

The CIO and the NITC will promote a good working relationship with associations representing local governments for cities, counties, schools and colleges. Representatives of local government serve on the Community Council, GIS Steering Committee, CJIS, and NIDCAC.

**6. Private Sector Involvement**

The NITC and the CIO have formed an informal "providers group" to discuss topics of mutual interest. Participation is open to all sectors of the telecommunications industry, including independent Internet service providers and cable companies.

**7. Public Involvement**

The NITC and CIO promote public involvement by providing a significant amount of information on the NITC web site. This includes meeting notices, agendas, minutes and important documents.